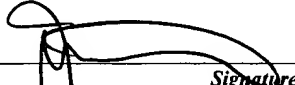



2642

AMENDMENT TRANSMITTAL LETTER (Large Entity)				Docket No. 6065-77526	
Applicant(s): Eric James					
Serial No. 09/584,306	Filing Date 5/31/2000	Examiner Nguyen, Quynh H.	Group Art Unit 2642		
Invention: SYSTEM AND METHOD FOR CHANGING ENTITY CONFIGURATION INFORMATION WHILE AUTOMATICALLY MONITORING AND DISPLAYING SUCH INFORMATION IN A CALL CENTER					
RECEIVED NOV 20 2003 Technology Center 2600					
<u>TO THE COMMISSIONER FOR PATENTS:</u>					
Transmitted herewith is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below.					
CLAIMS AS AMENDED					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	51 -	52 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	3 -	3 =	0 x	\$86.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00
<input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 03-2470 <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input type="checkbox"/> Any patent application processing fees under 37 CFR 1.17.					
 Jon P. Christensen Reg. No. 34,137			Dated: November 14, 2003		
CC:			I certify that this document and fee is being deposited on 11/14/2003 with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.  Signature of Person Mailing Correspondence Abby Boone Typed or Printed Name of Person Mailing Correspondence		



77526

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Eric James

Art Unit: 2642

Serial No.: 09/584,306

Filed: May 31, 2000

For: SYSTEM AND METHOD OF CHANGING ENTITY
CONFIGURATION INFORMATION WHILE
AUTOMATICALLY MONITORING AND DISPLAYING SUCH
INFORMATION IN A CALL CENTER

Attorney

Docket No.: 77526

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NOV 20 2003

Technology Center 2600

AMENDMENT C

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action of August 26, 2003,
please amend the above-identified application as follows: